



2018-210E
276738

Phone: 803-896-5100

Fax: 803-896-5199

www.psc.sc.gov

Text PSCAGENDAS to 39492

To receive an alert when Meeting Agendas are released

Individual Complaint Form

Date*: 6/20/18

RECEIVED

Complainant or Legal Representative Information:

* Required Fields

JUN 21 2018

Name * Royce A. Justice

Firm (if applicable)

PSC SC
MAIL / DMS

Mailing Address * 6454 Bridgewood Rd.

City, State Zip * Columbia, SC 29204

Phone * (803) 661-7876

E-mail idoitjustice@gmail.com

Name of Utility Involved in Complaint: *

Type of Complaint (check appropriate box below.) *

- | | | | |
|---|--|--|---|
| <input checked="" type="checkbox"/> Billing Error/Adjustments | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service | <input type="checkbox"/> Payment Arrangements | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue |
| <input type="checkbox"/> Service Issue | <input type="checkbox"/> Meter Issue | | |
| <input type="checkbox"/> Other (be specific) | | | |

Have you contacted the Office of Regulatory Staff (ORS)? * ☒ Yes ☐ No

Name of ORS Contact: Brad Kirby

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

In April, 2018 we received a bill from Duke Energy for \$885 for the power bill at 210 Briarwood Rd, Spartanburg, SC 29301. This was a rental house that we sold in 2015 to Winthrop. Matilda Holcombe. The Holcombes died the following year leaving their adult son there. He let some shady characters move in with them. When he died in October, 2017 the others stayed in the

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

Have this bill deleted from our records -

**I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.psc.sc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE. ☒ Yes ☐ No

Royce A. Justice
Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA)
COUNTY OF Richland)

VERIFICATION

I, Royce A. Justice
Complainant's Name *

verify that I have read my complaint filed on 6/19/18
Date *

and know the contents thereof, and that said contents are true.

Royce A. Justice
Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)

Internal Use Only

Processed By	Date
HE.	

3.

else in bills. Will someone please
get the straightened and removed
from our records.

Royce A. Justice

I can provide the name
and phone no of one of
the persons who lived
at this address when the
papers were used illegally -

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James illegally using the utilities
until they were legally evicted in
Feb. 2018.

When we returned and leased the property
we requested the bill to be re-created.
back to us in between tenants.

Duke is a young man we never
cancelled that request when we
sold the property, we are responsible
for this bill even though it was
still in the Holcomb name.

We have owned and sold
ten properties in Spartanburg
since 1991 and we as our tenants
never ~~never~~ failed to pay all
our Duke bills and never had
to call to say we sold the
houses. Our attorney says we
are not responsible for someone



ROYCE JUSTICE
441 SIBLEY ST

Account Number
Verification Code
Bill Date 05/25/2018
Current Charges Past Due After 06/08/2018

Service From: APR 25 to MAY 24 (29 Days) Your next scheduled meter reading will occur between JUN 26 and JUN 29

PREVIOUS BILL AMOUNT	PAYMENTS (-)	NEW CHARGES (+)	ADJUSTMENTS (+ OR -)	AMOUNT DUE (=)
\$858.94	\$0.00	\$26.13	\$0.00	\$885.07

METER NUMBER	METER READINGS: PREVIOUS	METER READINGS: PRESENT	MULTI- PLIER	TOTAL USAGE	RATE SCHEDULE DESCRIPTION	AMOUNT
028841	0.006	0.006	1	0 KWH	SGS - Small General Service	10.00
					Fixed Monthly Leaf 50C Charge	1.00
					Prior Balance Due	858.94
					Late Payment Charge	12.88
					Sales Tax	0.25
Amount Due						885.07

Electricity Usage	This Month	Last Year
Total KWH	N/A	N/A
Days	N/A	N/A
AVG KWH per Day	N/A	N/A
AVG Cost per Day	N/A	N/A

Our records indicate your telephone number is 864-579-1061. If this is incorrect, please follow the instructions on the back of the bill.
A late payment charge of 1.5 % will be added to any past due utility balance not paid within 25 days of the bill date.

For Correspondence: PO BOX 1090 CHARLOTTE NC 28201-1090
DUKE PHONE: 800-653-5307 www.duke-energy.com

RETURN THIS PORTION WITH YOUR PAYMENT TO THE ADDRESS BELOW. THANK YOU FOR YOUR BUSINESS.
062722
402



000406 000040741
ROYCE JUSTICE
6454 BRIDGEWOOD RD
COLUMBIA SC 29206-2126



Account Number	
Verification Code	
Amount Due	\$885.07
Current Charges Past Due After	06/08/2018

REMINDER
Your Duke Energy account has a past due balance. Failure to pay the past due amount could result in disconnection of service. If your payment has been made, please accept our thanks. If you have any questions about your account, please contact Duke Energy.

Total Amount Enclosed \$

PO BOX 70515
CHARLOTTE NC 28272-0515